

SUMMARY OF CONTRACT REQUEST TO THE HEALTH COMMISSION

Contractor	<u>911 Interpreters, Inc.</u>	Division/Section	<u>DPH/ Dept Wide</u> ^{DS}
Address	<u>444 N Michigan Ave, Suite 1200</u> <u>Chicago, IL 60611</u>	Deputy Director	<u>Roland Pickens</u> ^{BO}
Contact	<u>Rade Vujicic</u> <u>President</u>	DPH Administrator	<u>Bruce Occena</u>
		Program Administrator	<u>David Dao</u> Phone <u>628-206-8665</u>
		Contract Analyst	<u>Cynthia Wu</u> Phone <u>415-554-2533</u>

Request for approval of a new contract with 911 Interpreters, Inc. to perform remote interpreter services for the Department of Public Health. The total proposed contract amount is \$9,918,720 which includes a 12% contingency for the initial term of March 1, 2022 through February 28, 2025 (36 months). The contract has two options to extend for a period of three years each.

Profit
 Non-Profit
 LBE
 RFP-Number: 1-2021 Date: 5/28/2021
 New
 Renewal
 Mod
 Sole Source Date: _____

Number of years DPH has been doing business with this organization: 0

<u>CONTRACT INFORMATION:</u>	<u>Prior Transaction</u>	<u>Proposed Transaction</u>	<u>Annualized Difference*</u>
	New	3/1/2022 - 2/28/2025	
Funding Sources:			
General Fund	-\$0-	\$8,856,000	\$8,856,000
TOTAL DPH REVENUES	-\$0-	\$8,856,000	\$8,856,000
12% Contingency Amount	-\$0-	\$1,062,720	\$1,062,720
CONTRACT TOTAL	-\$0-	\$9,918,720	\$9,918,720
<i>ANNUAL AMOUNT OF CONTRACT (estimate)</i>	-\$0-	\$2,952,000	\$2,952,000
Agency Funds	-\$0-	-\$0-	-\$0-
Contract FTE	N/A	N/A	N/A

PROPOSED:

Mode(s) of Service & Unit of Service Definition	No. Of Clients	No. of Units	Unit Cost per min
1 Unit of Service = Cost per minute	N/A Duplicated		
	N/A Unduplicated		
Modes of Interpretations:			
Over the Phone Interpreting (OPI)			\$0.45
Video Remote Interpreting (VRI)			\$0.55
Video Remote American Sign Language			\$0.75

Explanation of Service Change and Variances:

This is a new contract.

Monitoring Report/Program Review & Follow-up:

The contract will be monitored in accordance with all applicable Departmental procedures through the Tele-health and Interpreter Services (Zuckerberg San Francisco General Hospital) of the San Francisco Health Network of the Department of Public Health.

Nondiscrimination and Cultural Competency:

The Contractor will participate in applicable cultural competency requirements.

Other Significant Issues:

The contractor shall provide culturally competent language services in over-the-phone interpretation, video-remote interpretation, and video-remote American Sign Language to assist in the language access needs throughout the Department of Public Health. The contract will also be used to support COVID emergency responses.

911 Interpreters, Inc. was selected under RFP 1-2021 to provide as-needed remote interpreter services. RFP 1-2021 established two contracts to the two highest ranking responsive responsible Proposers. The highest ranked Proposer was deemed "Primary," and the second highest ranked Proposer was deemed "Backup". 911 Interpreters, Inc. ranked the highest and was deemed the Primary. Lionbridge was deemed the "Backup" proposer. The Department is also in negotiations with the backup proposer and will present the contract to the Commission.

911 Interpreters, Inc. is set up as a C Corporation, incorporated in 2016 in the state of Delaware. Services are provided in over 350 languages by over 100 accredited in-house interpreters as well as 7000 remote interpreters. 911 Interpreters have extensive experience in the Health Care industry providing services to hundreds of health care facilities and large Public Health organizations. 911 Interpreters' interpretation and translation services are available 24 hours a day, 7 days a week, 365 days a year.

Listing of Board of Directors, Owners of 10% or More of the Firm, and Executive Director

911 Interpreters Inc. does not have a Board of Directors. Rade Vujicic is the CEO and 100% shareholder of the company.

Recommendation: The Department recommends approval of this contract.